

## COMPETENCE ASSESSMENT

Facility: \_\_\_\_\_

[date]

### HIGH PERFORMANCE DEVELOPMENT MODEL - CORE COMPETENCIES

#### Position-Specific Competencies including TECHNICAL SKILLS

Initial Assessment \_\_\_\_ Ongoing Assessment \_\_\_\_ (Check One)

Name: \_\_\_\_\_

Service/Section: \_\_\_\_\_ Position/Grade: \_\_\_\_\_

VALIDATION: MR-Medical Record; DO- Direct Observation; T- Test; SCL-Skills Check List; S- Simulation; PS- Patient Survey; R Rounds

EF- Employee Feedback; V- Verbalize; D-Demonstration; PR-Peer Review; RD- Return Demonstration

NOTE: Include equipment competencies (if applicable), safety, infection control, etc. Use competencies which are high risk, problem prone, and/or low volume.

COMPETENCY LEVEL: E=Education/Training Required; S=Competent - Self-Directed Education/Training may be desired; C= Competent Through Education/Training/Exp

COMPETENCY	BEHAVIORS	SELF ASSESSMENT		COMP LEVEL			Validation Methods/Comments/ Supervisor's Initials & Date
		I feel I have the knowledge and ability to perform these functions	I request additional education and/or experience	E	S	C	
Infection Control	Understands/applies proper standard precautions						
Environment of Care	1. Understands/applies proper Safety Management						
	2. Understands/applies Life Safety management/fire protection procedures						
	3. Understands/applies Hazardous material/MSDS/Waste management						
	4. Understands/applies Emergency preparedness						
	5. Understands/applies Security management						
	6. Understands/applies Utility systems failure response						
Emergency Response	Understands/applies Emergency Codes						
Information Management	1. Understands/applies proper Use of VISTA and/or PC software						
	2. Understands/applies proper ADP Security						
	3. Understands/applies Confidentiality of patient & employee information						

## COMPETENCE ASSESSMENT

Facility: \_\_\_\_\_

### **HIGH PERFORMANCE DEVELOPMENT MODEL - CORE COMPETENCIES** **Position-Specific Competencies including TECHNICAL SKILLS**

(Continued)

COMPETENCY	BEHAVIORS	SELF ASSESSMENT		COMP LEVEL			Validation Methods/Comments Supervisors initials & Date
		I feel I have the knowledge and ability to perform these functions	I request additional education and/or experience	E	S	C	
<b>CLINICAL PRACTICE:</b>  Uses a systematic process to assess patients and facilitate care.	Provides leadership in the assessment, planning, intervention, evaluation and revision of a plan of care for patients integrating appropriate technologies.						
	Provides initial and ongoing assessment of patients to identify needs issues, care goals and appropriate resources necessary for care management.						
	Assesses and adjusts communication techniques to maximize the clinician-patient relationship.						
	Identifies resources and critical factors for achieving desired outcomes for discharge, post hospitalization recovery and health maintenance/improvement.						
	Sets clinical care goals, short and long term, in collaboration with patient, provider(s), and family members.						
	Functions as a systems coordinator for the plan of care; monitors progress through the expected hospital course and intervenes as appropriate to facilitate achieving patient outcomes within anticipated timeframes. Coordinates care and discharge planning with the patient's primary care provider and team.						

COMPETENCY	BEHAVIORS	SELF ASSESSMENT		COMP LEVEL			Validation Methods/Comments Supervisors initials & Date
		I feel I have the knowledge and ability to perform these functions	I request additional education and/or experience	E	S	C	
<b>CLINICAL PRACTICE (con't)</b>	Collaborates with patient and care providers in any and all settings where care is being provided to evaluate and update changes in the therapeutic plan of care.						
	Recognizes complex situations that impact patient care and intervenes, using sound judgment, professional attitude and appropriate channels.						
	Maintains a working knowledge of resources available in the community. Seeks out information from community resources toward improvement in patient outcomes.						
	Appropriately documents own interventions and reviews appropriate health team documentation of patient treatment plans. Involves the primary care provider when indicated to treat changes in the patient's condition						
	Maintains "threshold" competencies by attaining satisfactory behaviors for: attendance, completion of mandatory training, adhering to dress code, wearing ID badge, practicing infection control and safety.						
<b>QUALITY OF CARE:</b> Provides leadership in improving the quality and effectiveness of patient care.	Develops and leads interdisciplinary teams to improve organizational performance.						
	Recognizes impediments to health care delivery and uses problem-solving/ performance improvement approaches to improve outcomes.						
	Participates in performance improvement activities related to the service line quality improvement process.						
	Evaluates need and initiates interdisciplinary ad hoc committees/process action teams for constructive problem solving.						

COMPETENCY	BEHAVIORS	SELF ASSESSMENT		COMP LEVEL			Validation Methods/Comments Supervisors initials & Date
		I feel I have the knowledge and ability to perform these functions	I request additional education <sup>11</sup> and/or experience	E	S	C	
<b>QUALITY OF CARE (cont.)</b>	Tracks and trends issues related to care delivery and role implementation.						
<b>PERFORMANCE</b>  Implements standards of professional practice to meet regulations and standards of accrediting bodies.	Develops and implements interdisciplinary standards of practice and care at the station level for the Care Coordinator role.						
	Participates in VISN-wide standards development for the role. Conducts self-reviews of current practice and seeks constructive feedback from peers.						
	Takes accountability for exchange of ideas to help others in the VISN learn more about care coordination and the use of technology for home care.						
<b>EDUCATION</b>  Implements an educational plan to meet changing program needs; maintains current knowledge.	Identifies personal learning needs and assumes responsibility for own professional growth.						
	Develops and implements an educational plan to enhance program development and professional performance. Attends all mandatory training.						
	Develops, coordinates and presents educational programs toward improving productivity, patient outcomes and treatment modalities.						
	Demonstrates equipment competencies in setting up, using, and troubleshooting technology equipment used in the telehealth project. Provides training for ancillary staff or others in the facility to learn about telehealth.						
				COMP			

COMPETENCY	BEHAVIORS	SELF ASSESSMENT		LEVEL			Validation Methods/Comments Supervisors initials & Date
		I feel I have the knowledge and ability to perform these functions	I request additional education <sup>11</sup> and/or experience	E	S	C	
EDUCATION (cont.)	Serves as a preceptor for students seeking learning experiences on both the undergraduate and graduate level and evaluates outcomes.						
COLLEGIALITY/ Coaches colleagues in team building; shares expertise.	Leads and works collaboratively with interdisciplinary groups in a cohesive manner.						
	Facilitates open dialogue among peers, supervisors and staff.						
	Communicates effectively with patients, families/significant others and the health team members.						
ETHICS	Conducts self in a professional manner in many clinical and administrative settings.						
Teaches and assists others in ethical matters.	Provides leadership to the interdisciplinary team in identification and addressing of ethical issues surrounding care management and professional practice.						
	Maintains the privacy, confidentiality, and security of the patient's medical records.						
	Builds an atmosphere of trust with patients and caregivers; is an advocate for patient rights, developing an ongoing relationship toward improved outcomes of care.						
	Ensures patients are informed of their choices regarding use of telehealth.						
	Obtains informed consent from the patient to permit the telehealth equipment in the home and collect data to assess outcomes of care.						
COLLABORATION	Develops and leads interdisciplinary groups as appropriate.						
Uses the group process to identify, analyze, and resolve care problems.	Establishes ongoing relationships with professional/health related groups within the community.						
	Initiates appropriate referrals and consultations to other clinical services.						
		SELF ASSESSMENT		COMP LEVEL			Validation Methods/Comments

COMPETENCY	BEHAVIORS	I feel I have the knowledge and ability to perform these functions	I request additional education and/or experience	E	S	C	Supervisors initials & Date
<b>COLLABORATION (cont.)</b>	Presents accurate information about the Telehealth project in interdisciplinary and public forums, without violating patient confidentiality.						
	Fosters good public relations when interpreting philosophy, policies/procedures, goals and objectives to staff, patients and the public.						
<b>RESEARCH</b>	Bases practice on current knowledge/ trends/ technological advances and/or research findings (Review of the Literature).						
Collaborates with others in research activities to improve care	Uses systematic inquiry for problem-solving and uses results of evaluations to improve patient care.						
	Participates in interdisciplinary research-related activities as appropriate.						
<b>RESEARCH (con't)</b>	Manages data for evaluation of patient care outcomes and utilization review as related to the project.						
	Makes contributions to the profession by publishing, being a member of a task force or committee, consulting, developing educational media, scientific inquiry, or using creative approaches to enhance the quality of tele-care.						
<b>RESOURCE UTILIZATION</b>	Advocates fiscal responsibility in the management of patient care through effective utilization of resources.						
Manages program resources to facilitate safe, effective, and efficient care.	Demonstrates effective program resource management skills (including documenting and reporting).						
	Suggests ways to improve quality while remaining fiscally responsible.						
	Ensures that a safe environment is maintained for patients and staff.						
	Manages the home placement of available telehealth equipment for the best utilization by the patients enrolled in the Care Coordinator's panel						

## COMPETENCE ASSESSMENT

### HIGH PERFORMANCE DEVELOPMENT MODEL - CORE COMPETENCIES

#### Position-Specific Competencies including TECHNICAL SKILLS

#### AGE SPECIFIC COMPETENCIES

Initial Assessment \_\_\_\_\_

Ongoing Assessment \_\_\_\_\_ (Check One)

NAME: \_\_\_\_\_

Service/Section: \_\_\_\_\_ Grade: \_\_\_\_\_

The following VALIDATION method codes may be used: T-Training Session; A-Article Reviewed; H-Handout Read; MR-Mandatory Review; P-Policy Review; D-Demonstration; RD Return Demonstration; I-Inservice; F-Feedback; OR-Orientation; PR-Peer Review; OB Observation; O-Other (specify)

COMPETENCY LEVEL: E= Education/Training Required; S=Competent – Self-Directed Education/Training may be desired; C= Competent Through Education/Training/Experience

COMPETENCY/ OUTCOME  (Age Specific Considerations)	BEHAVIORS  *If not applicable note "N/A" in Comments Section	SELF ASSESSMENT		COMP LEVEL			Comments & Supervisor's Initials
		I feel I have the knowledge and ability to perform these functions	I request additional education and/or experience	E	S	C	
1. Communication 2. Diagnostic 3. Medication Equipment 4. Psycho-social 5. Growth and Devel. 6. Food/nutrition 7. Assessment	a. Interacts in a respectful manner, considerate of age and physical abilities (i.e., sight and hearing needs).  b. Provides assistance to individuals in a manner that takes into account their special needs or age related needs.						
<b>Position Specific:</b> Uses knowledge of age-related needs of patients throughout the life span through the continuum of care: from early adulthood(18-44), through middle adulthood(45-59) and late adulthood(60+)	Recognizes impact of age-specific care needs and incorporates this into the assessment process. Also incorporates these age-specific needs into care as reflected by modification of treatment plans and attainment of excellent communication in all activities, especially in patient education and obtaining informed consent for telehealth in the home.						